

Healthwatch North Tyneside
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19 October 2015

Dear Jim Mackey

Feedback provided to Healthwatch North Tyneside about NSECH

Following the opening of the Northumbria Specialist Emergency Care Hospital (NSECH) in June, Healthwatch North Tyneside (HWNT) gathered local people's experiences of using the new services to identify areas which may need to be addressed in order to both improve services and the understanding of services in North Tyneside.

Healthwatch North Tyneside are writing to you to amplify the voices of local people in relation to NSECH and to request a formal response to their comments, questions and concerns which are outlined in the attached briefing report. I have enclosed the Healthwatch North Tyneside briefing note: Northumbria Specialist Emergency Care Hospital, October 2015.

Healthwatch North Tyneside has received a range of compliments and concerns related to NSECH. These fall into four categories:

- **Transport**
- **Quality of care**
- **Information**
- **Hospital environment**

We have summarised the feedback we have received under these headings in the enclosed briefing paper. We welcome your response to the information and assertions in the report.

We would like to highlight the following areas which we feel would benefit from clarity and response by Northumbria Healthcare NHS Foundation Trust. We intend to publish a further Q&A as a result of your response to help local people better understand the services at NSECH and to be clear on any action taken on their views.

Key points for response

Transport

- Please provide an update on your work with local bus service providers to identify areas which are difficult to navigate to NSECH and improve local communication about public transport availability.
- We feel it would be useful to provide clarity on the use of the shuttle bus from North Tyneside General Hospital (NTGH) and state who is able to access this service.
- Please inform us of any local arrangements with taxi providers to negotiate rates and any reimbursement scheme.

Quality of care:

Please provide:

- Data on waiting times and patterns of use (to help people be clear on the busiest times), share analysis on why waiting times have exceeded targets and plans in place to address this.
- Information available for patients on waiting times in NSECH waiting rooms. Are there any plans for this be improved?
- Clarity on your approach to discharge of patients to care homes currently followed by NSECH staff.
- Details of staff training on communicating with people with learning disabilities and autism.
- Information about the details of patient treatment that should be shared with the GP and within what timeframe after discharge.
- Information patients should expect to be given on discharge.

Information

- What plans are in place to meet the on-going need to communicate with the public about which pathway to service is appropriate and under which conditions (including for urgent care)?
- How are you developing communications designed for those with long term conditions, mental health needs or other specific needs?
- How are you identifying where staff at NSECH and partners (such as Air Ambulance) would benefit from further introduction to NSECH services?

Hospital environment

- Please provide information on the mobility support at the hospital to help people move around the site.
- Please provide information about hearing assistance at NSECH.
- Please share your plans to improve way-finding within the hospital.

We would be happy to meet to discuss further the requests that we have made above and the nature of the issues that people have shared with us to assist you in your response. For your information, we plan to feedback your response to those who gave their views to HWNT.

This letter is written by HWNT to you as a 'responsible person' as set out in the NHS Bodies and Local Authorities Regulations 2012 (Part 6, S.44). As such you are required to **acknowledge receipt to HWNT** and provide a **written explanation of any action which you intend to take** in respect of the report or recommendations or an explanation of why you do not intend to take any action in respect of that report or recommendation within **20 working days** of receipt of this letter. ¹

Yours sincerely



Peter Kenrick
Chair
Healthwatch North Tyneside

cc. Maurya Cushlow
cc. Matthew Crowther
cc. Cllr Lesley Spillard

¹ For more details of the relevant legislation please visit the following web page:
<http://www.legislation.gov.uk/uksi/2012/3094/regulation/44/made>